

LAW OFFICES

LYON & LYON LLP

A LIMITED LIABILITY PARTNERSHIP
INCLUDING PROFESSIONAL CORPORATIONS

1900 MAIN STREET, SIXTH FLOOR

IRVINE, CALIFORNIA 92614

TELEPHONE: (949) 567-2300

FAX: (949) 567-6600

Chad W. Miller
Writer's E-Mail: cwmiller@lyonlyon.com

LOS ANGELES, CALIFORNIA
633 West Fifth Street, Suite 4700
Los Angeles, California 90071-2066
Telephone: (213) 489-1600
Fax: (213) 955-0440

SAN DIEGO, CALIFORNIA
4225 Executive Square, Suite 800
La Jolla, California 92037
Telephone: (619) 552-8400
Fax: (619) 552-0159

SILICON VALLEY, CALIFORNIA
303 Almaden Boulevard, Suite 1150
San Jose, California 95110
Telephone: (408) 993-1555
Fax: (408) 287-2664

WASHINGTON, D.C.
1701 Pennsylvania Avenue N.W.
Suite 1040
Washington, D.C. 20006
Telephone: (202) 331-3600
Fax: (202) 331-3301

WHITE PLAINS, NEW YORK
The Gateway Building
One North Lexington Avenue, Suite 1500
White Plains, New York 10601
Telephone: (914) 881-8851
Fax: (914) 885-4488

November 3, 1999

Mr. Mark Frei
West TeleServices Corporation
11808 Miracle Hills Drive
Omaha, NE 68154

RE: New Patent Application
For: INTERNET ACCESSIBLE VOICE VERIFICATION SYSTEM
Lyon & Lyon Docket 241/148

For: EMPLOYEE SCHEDULING AND SCHEDULE MODIFICATION
METHOD AND APPARATUS
Lyon & Lyon Docket 233/265

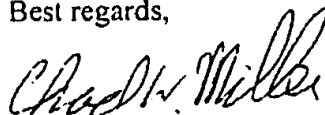
Dear Mark:

This letter is in follow-up to the two above-referenced patent applications we prepared on behalf of West Teleservices.

Recently David Murphy of Lyon & Lyon spoke with Mr. Mussman and was given approval to file both applications. Accordingly we intend to file these applications on Monday, November 8, 1999.

Please convey any changes you have to these applications prior to our filing date. Do not hesitate to call me if you have any questions.

Best regards,



Chad W. Miller

CWM/am

cc: David B. Murphy

OC-37730.1

EXHIBIT G.